

Transforming the health of the communities  
we serve, one person at a time.



# WHOLE you

2025 | Q2 BULLETIN



## HOW to prepare for a Telehealth Visit from VOC 101 videos

Telemedicine is using technology like phone calls, video chats, or email to communicate with a doctor or other healthcare provider when patients are not in the same physical location. It essentially allows patients to receive healthcare services remotely, without needing an in-person visit.

We have uploaded videos on telemedicine on our website:

### Virtual Health Videos 101



## SAVE THE DATE

### Southern Nevada

- **Thursday, June 12, 2025:** SilverSummit+ West Las Vegas Library Pop Up Clinic & Resource Fair West Las Vegas Library 951 W Lake Mead Blvd, Las Vegas, NV 89106 from **3pm – 5pm**
- **Thursday, June 26, 2025:** SSHP + Whitney Rec Center Pop Up Clinic & Resource Fair Whitney Rec Center 5712 Missouri Ave, Las Vegas, NV 89122 from **4pm – 6pm**
- **Friday, August 22, 2025:** SSHP Healthy Families Community Resource Fair at Paradise Rec Center 4775 S. McLeod, Las Vegas, NV 89121 from **4pm – 6pm**
- **Saturday, August 30, 2025:** SSHP Healthy Families Community Resource Fair at East Las Vegas Community Center 250 N Eastern Ave., Las Vegas, NV 89101 from **2pm – 4pm**

Visit SilverSummit Healthplan  
for the **COMPLETE** list of events



### Justice Events

- **Saturday, June 14, The Giving Project:** SilverSummit & Essential Homeless Service Providers at The Courtyard 314 Foremaster Lane, Las Vegas, Nevada 89101 from **9am – 11 am**
- **Friday, June 20, SilverSummit & Foundation for Recovery Health & Wellness Event** at 4800 Alpine Place, Las Vegas, NV 89107 from **5pm – 7 pm**
- **Friday, July 11, The Giving Project:** SilverSummit & Essential Homeless Service Providers at The Courtyard 314 Foremaster Lane, Las Vegas, Nevada 89101 from **9am – 11 am**



# Commit to Quit Smoking

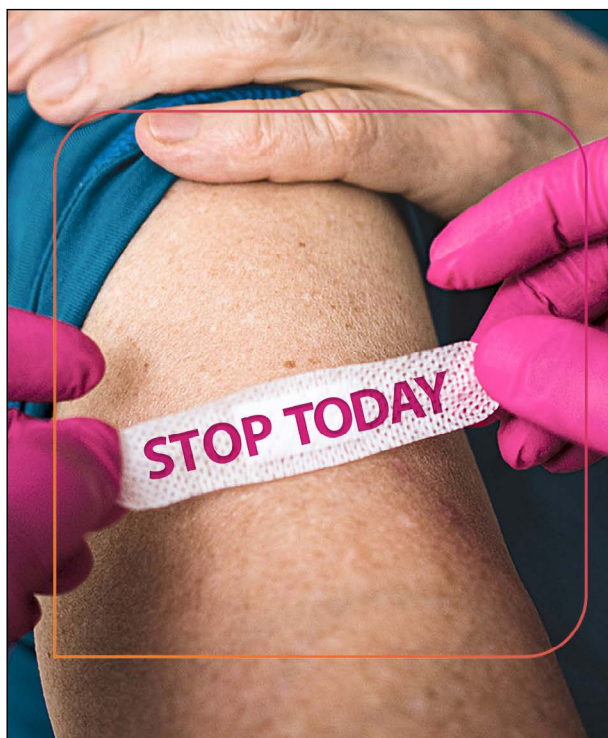
Kick your smoking or vaping habit in 2025.

There are so many benefits to quitting, including how much it can improve your overall health.

## Quitting can be hard – especially if you're not prepared.

But don't worry. We have a few simple steps you can take to help make it all a little bit easier.

- **Plan a quit date.** January 1 is obviously a great time to start fresh, but it's not the only time. If you're not ready, rushing will only set you up for failure. Pick a date to quit and give yourself time to mentally prepare.
- **Calculate the savings.** Smoking and vaping are expensive habits to keep up with. The website [SmokeFree.gov](https://www.smokefree.gov) reports if you smoked a pack a day, quitting would save you about \$2,200 a year or more depending on where you live.
- **Find your reason.** There are so many good reasons to quit, but finding one that keeps you motivated is important. It could be something as simple as quitting for your health. You might want to do it to save money. Or you want to be healthy for a loved one or a new baby on the way. Knowing your reason will help you push through the stressful and hard times.



## We Get You Better Health Outcomes

Smoking cessation is covered through Tobacco-Free Nevada & National Jewish Health.

Certain medications, patches or gum to help you stop smoking are covered.

Call **1-800-QUIT-NOW**  
(784-8669) or **1-844-251-0004**

For more information visit:  
**[SilverSummitHealthplan.com](https://www.silversummithealthplan.com)**  
or call **1-844-366-2880**  
TTY/TDD: 1-844-804-6086.

- **Know your triggers.** If you're aware of the things that push you to smoke, you can better manage those triggers. Then, when you find yourself in those situations, you're prepared to handle them.
- **Fight cravings.** The reality is that cravings will happen. But, if you know what you need to do to manage your urge to smoke, it will make all the difference. Find ways to distract yourself and curb your cravings until they pass.
- **Don't be afraid to ask for help.** There is no shortage of tools out there to help you curb your habit. You can talk to your doctor about help that may be available. Look for support from a Quit Coach, Quitline, support texts, or even apps on your phone. Even though quitting is entirely your decision, it's important to remember you don't have to do this alone.

More info: <https://www.cdc.gov/tobacco/campaign/tips/quit-smoking/guide/steps-to-prepare.html>



# Substance Use During Pregnancy



*Using drugs like marijuana, prescription pain killers, heroin, methamphetamines, cocaine, or alcohol while pregnant can hurt both the mom and the baby. It is important to know these risks to make safe choices and get help if needed.*

## RISK TO THE MOM:

Using drugs can cause heart and lung issues, and mental health problems. Drugs can also cause early labor, and even death.

## RISK TO THE BABY:

Drug use during pregnancy can also cause health issues with the baby such as:

- **Early Birth:** Babies are born too early can have breathing problems and may not grow as well.
- **Low Birth Weight:** Babies are born too small, which can cause health problems later in life.
- **Birth Defects:** Drugs like alcohol and tobacco can cause problems with the baby's heart, brain, and other organs.
- **Withdrawal:** Babies exposed to drugs like opioids may have withdrawal symptoms after birth.

## RESOURCES FOR HELP

If you are pregnant and are struggling with drug use, know you are not alone. We are here to help.

If you need help finding a specialty provider to help with drug use, please call us at: **1-844-366-2880**, Monday to Friday, 8am-6pm, or visit our Women's Center at 3321 N Buffalo Dr. Las Vegas, NV 89129.

## YOU CAN ALSO USE THE FOLLOWING RESOURCES



### Maternal Opioid Treatment Health Education and Recovery (MOTHER) Program

Phone: 702-382-3200 • <https://hrpregnancy.com/mother-program/>

### Sober Moms, Healthy Babies

Phone: 1-800-450-9530 • <https://sobermomshealthybabies.org/>

### Empowered Program

Phone: 1-833-481-7681 • <https://empoweredmoms.org/>

# Checking for Depression After Having a Baby

*Postpartum depression (PPD) is a common problem after having a baby. About 1 in 8 people who give birth feel this way. It's important to check for PPD during baby check-ups. The American Academy of Pediatrics (AAP) says to check for PPD at the baby's 1-month, 2-month, 4-month, and 6-month check-ups.*

## WHY CHECK FOR PPD DURING BABY CHECK-UPS?

Baby check-ups are a good time to check moms for PPD because:

- They might not have had their postpartum visit yet.
- They might have missed their postpartum visit.
- They might need another PPD check.
- They might not have been checked for PPD before.



## TOOLS FOR CHECKING PPD

### ■ Edinburgh Postnatal Depression Scale (EPDS)

This is a free 10-question tool. A score of 10 or more means there might be depression. A score of 13 or more means there is a high chance of major depression. If someone scores 1 or more on question 10, it means they might have thoughts of hurting themselves and need help right away.

### ■ Patient Health Questionnaire-9 (PHQ-9)

This is a free 9-question tool available in many languages. A score of 10 or more means there is a high risk of depression. If someone scores 2 or more on question 9, it means they might have thoughts of hurting themselves and need help right away.

## CODES FOR PPD SCREENING

**96161:** This code is for checking the caregiver's health (like depression) for the benefit of the baby. It can be used up to 12 months after the baby is born and is covered by Medicaid.

**Z13.32:** This code is for visits to check for depression in moms.

# Wholesome fruit and veggie pairings for a healthy you



## Try these combos:

- 1. Tangy vitamin boost.** Roast asparagus with lemon and garlic. It's a tasty side dish. Lemons have vitamin C for a strong immune system. Asparagus has vitamin K, iron and zinc for healthy growth.
- 2. Low-cal springtime salad.** Make a salad with fresh baby spinach. Add golden raisins, lemon zest, apricots and a light dressing. Spinach has protein and vitamin K. Apricots have nutrients and immune-boosting vitamin A.
- 3. High-protein greens.** Cook artichokes and green peas with shallots, parsley and mint. It's a rich, herbal dish. Artichokes are good for your heart and high in fiber. Green peas have protein to keep you full.
- 4. Wholesome & frozen.** Blend frozen honeydew and sliced kiwi with lime juice and ice. It makes a cool smoothie. Honeydew has potassium and keeps your heart healthy. Kiwi has fiber, antioxidants, potassium and vitamin C to help control blood pressure.
- 5. Sweet & spicy bite for eyesight.** Add sliced mango to your lettuce salad. Make a dressing with lime, honey, vinegar, olive oil, salt and chili powder. Mango has fiber for digestion and vitamin A for your eyes. Lettuce has vitamins A and C.

*Savor the summer harvest for a tasty and healthy bonus to your meals.*



# Get out and play!

As the weather gets warmer, make sure your kids are spending some more time outside. Getting them away from electronics can be hard. Fresh air can improve their mood, increase their physical activity and stimulate their minds. Here are some tips on how to enjoy the outdoors with your children this season:

1. **Go H2O.** An easy way to beat springtime boredom is fun in the water. Inflatable pools and sprinklers can go a long way and keep you cool in the sun. Don't forget sunscreen, watch your kids closely and be sure to read the water safety article on the next page.
2. **Change of scenery.** Going to a park is better than being glued to your screens. Parks are a great place for children to interact with each other and get some exercise.
3. **Spin your wheels.** Biking is a great activity in the spring. Health benefits include cardio exercise, improved balance and building strength. Find some local bike trails, and explore with the whole family.

4. **Patio picnic.** We recommend spending about three hours a day outside, and an easy way to do that is to bring food. Have snacks or a full picnic on your patio.
5. **Bring hobbies outside.** Many toys and games can take place outside. Leave the electronics at home and enjoy nature. Give your kids the choice of what they can bring for bonus points.
6. **Rain or shine.** Don't let the weather bring you down. Some rubber rain boots and old clothes are enough to keep outdoor play fun — even in the rain. Don't be afraid to splash around with your kids.
7. **Play dates.** Kids thrive around other kids. Set up a few play dates, and share the duties with other parents. They'll develop social skills and creativity.

*Get outside and soak in that vitamin D!*



# Splash safely

When the weather gets warm, kids — and many adults — begin dreaming about a refreshing swim, a Slip 'N Slide® or even a simple dash through a sprinkler. However, water can be as dangerous as it is fun. Drownings happen every day, and they're not just in pools or lakes. They can happen in bathtubs and even buckets, and it only takes a moment.

## *Here are some tips to enjoy the fun and prevent the dangers.*

- **Permission granted.** Teach children to always ask permission to go near water.
- **Fenced in.** Make sure pools and hot tubs have fencing on all four sides. The fence should be at least four feet tall with swing gates that close and latch on their own.
- **No distractions.** Stay with kids, even with a lifeguard on duty. Young children can drown in as little as one inch of water, so keep them within arm's reach without any distractions, like phones.
- **Empty after use.** Water should be drained after use. Store tubs, buckets and containers upside down and out of children's reach.
- **Closed lids.** Keep toilet lids and doors to bathrooms and laundry rooms closed when not in use.
- **Life jackets save lives.** Children, inexperienced swimmers and anyone in a boat should wear U.S. Coast Guard-approved life jackets. Blow-up floaties, even though they float, are not enough.
- **Bring your friends.** Never swim alone.
- **No messing around.** Pushing or dunking your friends can quickly become unsafe.
- **No diving.** If you don't know how deep the water is, don't dive in headfirst.
- **Float where you can swim.** Keep checking to see if the water is too deep or if you are too far away from the shore or poolside.



***A child or weak swimmer can drown in the time it takes to reply to a text or apply sunscreen. Stay safe out there and have fun!***

The YMCA, in partnership with SilverSummit has a cool program called **Safety Around Water (SAW)** designed for kids age 5- 12\*. The SAW program teaches water safety skills and is free to our SilverSummit Members. For more information: [www.lasvegasyymca.org/safety-around-water/](http://www.lasvegasyymca.org/safety-around-water/)

*\*Clark County Members only.*



**NEVADA MEDICAID'S ANNUAL RENEWAL** is the eligibility process you must go through to keep your SilverSummit Healthplan coverage.

## COMPLETE YOUR ANNUAL RENEWAL

If Division of Welfare and Supportive Services (DWSS) needs more information to see if you still qualify for healthcare coverage, you will get a form in the mail.

You will need to complete, sign, and submit this form by the deadline in your letter so you do not risk losing your healthcare coverage. Make sure to choose the SilverSummit Healthplan checkbox.

*Here are all of the ways you can submit your annual renewal:*



**BY PHONE:** Call Customer Service phone number **1-844-366-2880**.



**EMAIL:** Community Solutions (CS) at [NVSS\\_CareEngagement@SilverSummitHealthPlan.com](mailto:NVSS_CareEngagement@SilverSummitHealthPlan.com) for help!



**ONLINE:** CS can help you create an account to see when your renewal is due. Once available, make sure to complete and select the SilverSummit Healthplan checkbox. Then, submit your form online. You can also upload a copy of your completed and signed annual renewal form to DWSS. Contact [NVSS\\_CareEngagement@SilverSummitHealthPlan.com](mailto:NVSS_CareEngagement@SilverSummitHealthPlan.com) for help!



**BY MAIL:** Return your completed and signed yellow form to the address shown on the letter.

## SilverSummit Healthplan (SSHP) can NOW HELP MEMBERS with Medicaid Renewal form signatures!

### HOW we can HELP YOU

#### SSHP CAN TAKE YOUR SIGNATURE OVER THE PHONE

- **SIGNATURE BY PHONE:** We record a "telephonic" signature and forward it to the Medicaid (OFFICE)
- **APPROVAL:** We can do this if you provide approval to do so

#### SSHP CAN COORDINATE A THREE-WAY CALL

- **THREE WAY CALL:** We can set up a call with YOU and Medicaid call center, so YOU can provide approval of your signature over the phone directly to the state

### SSHP CAN HELP

- Members with completing certain parts of renewal forms the Medicaid renewal process
- Members NOT LOSE COVERAGE
- Members with completing certain parts of the reconsideration forms when Members have been terminated because of missing paperwork
- Members transition from Medicaid to the Marketplace when needed

### SSHP CANNOT

- Assist Medicaid Members with selecting your Medicaid plan selection
- Sign Medicaid renewal forms on your behalf

Email Community Solutions at [CommunitySolutions@SilverSummitHealthplan.com](mailto:CommunitySolutions@SilverSummitHealthplan.com) for more information.



**As a reminder to our new Members, below are some of the key things you need to do once you become a SilverSummit Healthplan Member.**



## Sign Up For Your Secure Member Portal Account

Your online secure Member portal account gives you access to your information, such as claims, your doctors' office information, balances, and more.



## Visit Your Provider

After you choose your doctor, set up an appointment for a check-up right away. This is your new medical home. Information about Member Transportation can be found online, at [SilverSummitHealthplan.com](http://SilverSummitHealthplan.com) or call Member Services at 1-844-366-2880 TTY 1-844-804-6086 Relay 711.



## Complete Your Health Risk Screening

Complete the screening online at [SilverSummitHealthplan.com](http://SilverSummitHealthplan.com) or by calling Member Services at the number below. Complete it within 30 days to get an award.



## Read Your Handbook

Your handbook tells you about your benefits and how to use the services and programs available. You can find the handbook online at [SilverSummitHealthplan.com](http://SilverSummitHealthplan.com).



## Choose Your Provider

Sign into your online secure member portal account to choose your doctor, or call us at the number listed below. You can also use our "[Find a Provider](#)" search.



## If You Are Pregnant, Complete Your Notification of Pregnancy

This form is available through your online secure Member portal. Completing this form can help you start earning additional rewards.

Summer is also a great time for your **Annual Wellness Visit**. This helps you and your Primary Care Provider (PCP) identify preventative steps to keep you healthy.

### IN 30 MINUTES YOUR PCP CAN:

- check your blood pressure
- review your medical and family history
- review your medications

When you complete your Annual Wellness Visit, you can earn money on your [My Health Pays](#)® rewards card.

If you need help finding a network provider or need assistance with transportation, **please contact us** using the phone numbers listed at the bottom of this page.



## Revised Member Handbook is available NOW!

Your handbook tells you about your benefits and how to use the services and programs available.

**You can find the handbook online at [SilverSummitHealthplan.com](https://SilverSummitHealthplan.com).**

**To request a printed copy** of our Member Handbook at no cost, call Member Services at 1-844-366-2880, TTY: 1-844-804-6086, Relay 711.

The printed copy will be mailed to your mailing address. Your request will generate an email letting the you know your request has been received. The paper copy of the Member Handbook will arrive within five business days.

## Stay connected and more:

Your **online member account** is a great way to not only stay up to date with important plan information but also to help improve your health.

*Look at everything you can do:*

- **Manage your rewards**
- **Find or change your doctor**
- **Get care through our virtual health services**
- **Join our Start Smart for Your Baby<sup>®</sup>**
- **View your claims status and more**

## Contact SilverSummit

- Call us at **1-844-366-2880 (TTY/TDD 1-844-804-6086)** from 8am to 5pm Monday to Friday.
- Email us at [NVSS\\_CareMangement@SilverSummitHealthplan.com](mailto:NVSS_CareMangement@SilverSummitHealthplan.com)
- If you want to send a secure message, log into your member portal and use the secure messaging system.
- If you need help with benefits or resources, email us at: [communitysolutions@silversummithealthplan.com](mailto:communitysolutions@silversummithealthplan.com).
- Send us a message on Twitter or Facebook.

**WE ARE HERE FOR YOU!**

**[silversummithealthplan.com](https://silversummithealthplan.com)**

 [facebook.com/SilverSummitHealthplan](https://facebook.com/SilverSummitHealthplan)

 [twitter.com/SilverSummitHP](https://twitter.com/SilverSummitHP)

SilverSummit Healthplan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

SilverSummit Healthplan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

If you, or someone you're helping, has questions about SilverSummit Healthplan, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-366-2880, (TTY/TDD: 1-844-804-6086).

SilverSummit Healthplan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, origen nacional, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

SilverSummit Healthplan no excluye a las personas ni las trata de manera diferente debido a raza, color, origen nacional, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

Si usted, o alguien a quien está ayudando, tiene preguntas sobre SilverSummit Healthplan, tiene derecho a recibir ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al 1-844-366-2880, (TTY/TDD: 1-844-804-6086).

Marketplace Plan: 1-866-263-8134 (TTY/TDD 1-855-868-4945)

Medicaid Plan: 1-844-366-2880 (TTY/TDD 1-844-804-6086)

**English:** Language assistance services, auxiliary aids and services, and other alternative formats are available to you free of charge. To obtain this, please call the number above.

**Español (Spanish):** Servicios de asistencia de idiomas, ayudas y servicios auxiliares, y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

**Tagalog (Tagalog):** Mayroon kang makukuhang libreng tulong sa wika, auxiliary aids at mga serbisyo, at iba pang mga alternatibong format. Upang makuha ito, mangyaring tawagan ang numerong nakasulat sa itaas.

**简体中文(Chinese):** 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如有需要, 请拨打上述电话号码。

**한국어(Korean):** 언어 지원 서비스, 보조적 지원 및 서비스, 기타 형식의 자료를 무료로 이용하실 수 있습니다. 이용을 원하시면 상기 전화번호로 연락해 주십시오.

**Tiếng Việt (Vietnamese):** Các dịch vụ trợ giúp ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, và các dạng thức thay thế khác hiện có miễn phí cho quý vị. Để có được những điều này, xin gọi số điện thoại nêu trên.

**አማርኛ (Amharic):-** ከክፍያ ሂሳብ የቋንቋ ድጋፍ አገልግሎቶች፣ ተቀጽላ እርዳታዎች እና አገልግሎቶች፣ እና ሌሎች አማራጭ ቅርጾች ያገኛሉ። ይህን ለማግኘት እባክዎን ከላይ ባለው ቁጥር ይደውሉ።

**ไทย (Thai):** บริการช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้ท่านใช้โดยไม่เสียค่าใช้จ่าย หากต้องการขอรับบริการเหล่านี้ กรุณาติดต่อทางโทรศัพท์ที่หมายเลขข้างต้น

**日本語 (Japanese):** 言語支援サービス、補助器具と補助サービス、その他のオプション形式を無料でご利用いただけます。ご利用をお考えの方は、上記の番号にお電話ください。

**العربية (Arabic):** خدمات المساعدة اللغوية والمعينات والخدمات الإضافية وغيرها من الأشكال البديلة متاحة لك مجاناً. للحصول عليها، يرجى الاتصال بالرقم أعلاه.

**Русский язык (Russian):** Вам могут быть бесплатно предоставлены услуги по переводу, вспомогательные средства и услуги, а также материалы в других, альтернативных, форматах. Чтобы получить их, позвоните, пожалуйста, по указанному выше номеру телефона.

**Français (French) :** Des services gratuits d'assistance linguistique, ainsi que des services d'assistance supplémentaires et d'autres formats sont à votre disposition. Pour y accéder, veuillez appeler le numéro ci-dessus.

**فارسي (Farsi) :** خدمات ترجمه، حمایت های ؛ خدمات کمکی و سایر انواع دیگر به صورت رایگان در اختیار شما قرار می گیرند. برای به دست یابی به این خدمات، لطفاً با شماره تلفن بالا تماس بگیرید.

**Samoan (Samoan):** Auaunaga e lagolago i lau gagana, auaunaga fesoasoani atu, ma isi auaunaga e maua fua atu e leai se totogi. Pe a mana'omia ia auaunaga, vili le numera o loo tāua i luga.

**Deutsch (German):** Sprachunterstützung, Hilfen und Dienste für Hörbehinderte und Gehörlose sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

**Ilokano (Ilocano):** Makaala kayo iti libre nga tulong para iti serbisyo nga kasapulan maipanggep iti lengguwahe, dadduma nga tulong ken serbisyo, umawag kayo laeng iti numero nga adda iti ngato.